Civic Services Survey:

Performance, Priorities and Preferences

2024

November 2024

City of Saskatoon

FORUM RESEARCH INC.

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Background

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Background

In 2024, the City of Saskatoon commissioned the Civic Services Survey: Performance, Priorities and Preferences to continue gaining insights on residents' experience and impressions related to the quality of transportation and utilities services, community and public services, waste management services, recreation and culture services, the priorities of services rated, and preferences on the level of civic services provided (more, less, or about the same).

The results of the Performance, Priorities and Preferences survey are intended to help inform decisions related to initiatives and actions for strategic priorities, budget decisions, and service delivery decisions.

Additionally, the survey will help identify key trends and issues of importance to aid the City's continuing goal of service excellence.

The primary objectives of the survey were to gauge the following:

- Perceptions of quality of services provided by the City
    - Transportation & Utilities Services
    - Community & Public Services
    - Waste Management Services
    - Recreation & Culture Services
- Priorities of services
- Preferences on level of civic services for 12 categories

Between June 4th and June 24th, a total of 812 residents aged 18 and older in Saskatoon were surveyed, using online panels, capturing their perspectives and insights. The results of the respondents are highlighted in the following pages and provide resident insights on the City of Saskatoon's services and priorities.

Interpreting the Report

City of Saskatoon

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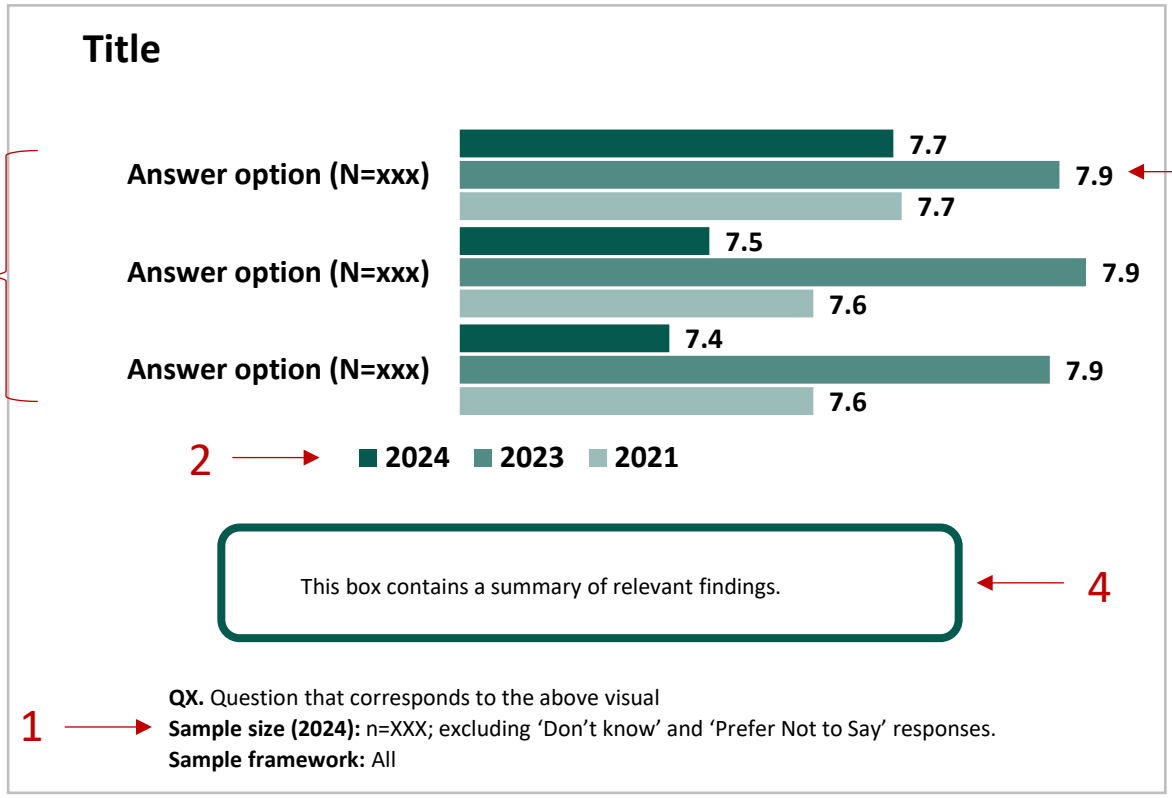
Interpreting the Report



1. Footnotes: Whenever data is visualized throughout the report, there will be a footnote on that page with additional information regarding the data presented. The footnote will include the question, the sample size for the question (e.g., n=sample size) and any exclusions, as well as the sample framework (e.g., if the question was only asked to a subset of respondents).

2. Trending: Throughout the report, there are comparisons between 2024 results and previous years, where applicable. All sections referring to 2021 are only including the online panel results and excluding telephone and online self-selected results.

3. Services and Sample Size: For each visual, the service will be labeled along the Y-axis, with the applicable sample size included in brackets. The corresponding mean score **(3a)** will be displayed in a data label on the opposite side of the visual.

4. Findings: Throughout the report, a summary of relevant findings are included on the corresponding pages in green boxes.

Interpreting the Report

Title

	2016	2017	2018	2021	2023	2024	1 Average	2 Difference from 2023
Service/Answer option	7.4	7.4	7.4	7.7	8.0	7.6	7.6	-0.4
Service/Answer option	7.4	7.6	7.6	7.7	8.0	7.6	7.7	-0.4
Service/Answer option	-	-	-	-	6.9	7.3	7.1	+0.4

Significantly Higher Score | **Significantly Lower Score**

Historical Trends

Throughout the report, tables like the one above are included to visualize the difference in resident attitudes over a greater period of time.

1. Overall Average: The service averages for all years shown in the table is highlighted in grey. These averages are included to visualize how 2024's data compares to the overall average for each service. As these averages are based on a larger number of data points, they account for variations in service performance year over year and are a better representation of the services' overall performance.

2. Difference from 2023: For each service, the difference in averages between 2023 and 2024 is populated in the far-right column. Increases in scores that are statically significant are highlighted in green, while decreases in scores that are statistically significant are highlighted in orange. Scores in grey boxes are not statistically significant changes. In the example above, the changes year over year in the first two rows are not statistically significant, while the change in the third row is a significant increase year over year.

Executive Summary

City of Saskatoon

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Executive Summary

Overall, resident satisfaction with the services provided by the City of Saskatoon remains consistent year over year.

Resident satisfaction with City services was measured on a satisfaction scale from 1 to 10 in each of the following areas: transportation and utilities; community and public services; waste management; and recreation and culture.

The services with the highest average satisfaction score from each area as identified by residents are:

- Reliability of electrical services – Mean: 8.8 (only asked to those who use Saskatoon Light and Power)
- Fire protection – Mean: 7.9
- Recycling collection – Mean: 7.6
- Outdoor sports fields – Mean: 7.7

Residents were also provided a list of City services and asked whether the City should provide more service, less service, or about the same. Residents identified affordable housing (70%) as the top area in which the City should provide more service, while community grants (15%) was identified as the top area in which the City should provide less service.

A quadrant analysis was conducted based on resident satisfaction and priorities. Quality of drinking water, fire protection, reliability of electrical services*, speed of water main breaks repairs, and garbage collection were identified as key strengths, while police services was identified as an area for improvement.

*'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

Methodology

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Methodology

Online Sampling

For this online study, panelists were selected at random from the Forum Fuzion™ and partner panels. All panelists who were residents of Saskatoon were provided with a link to access the survey online.

Utilizing multiple partner panels and recruitment methodologies helps eliminate bias and ensures that the panel composition is as representative as possible. However, online panel research has limitations that can affect the generalizability of the findings, such as self-selection bias, as participants who voluntarily join online panels may not accurately represent the broader population. Additionally, the lack of control over the survey environment means that participants may complete surveys in varied contexts and with different levels of attention, potentially impacting the consistency and quality of the data collected. Lastly, online panels may experience panel conditioning, where frequent participants become overly familiar with survey formats, potentially influencing their responses.

Despite these limitations, online panel research remains a valuable tool for gathering insights quickly and cost-effectively from a diverse and geographically dispersed target audience.

Comparisons to Previous Results

Since the implementation of the updated survey in 2018, changes to the Civic Services Survey: Performance, Priorities and Preferences survey year over year have been minimal to allow for historical comparisons and insight into resident satisfaction over time.

It is worth noting that while the 2021 wave involved a random digit dial telephone and online panel survey, the 2023 and 2024 surveys were exclusively conducted via online panel. As a result, the report will present a comparison between the online panel results from 2021 (or earlier), 2023, and 2024 where applicable. Telephone and online open-link results from 2021 (or earlier) are excluded from this report.

Demographic Breakouts

The appendix contains the demographic breakout tables for each question, as applicable. These tables identify if any demographic groups are significantly more likely than another group to feel or think a certain way, according to the results of the survey.

In each table, statistical differences have been indicated where they exist.

Methodology

Fieldwork dates	June 4th – June 24th , 2024
Method	Computer Assisted Web Interviewing (CAWI)
Criteria for Participation	Residents within the City of Saskatoon who are 18 years of age and older
Sample Size	N=812
Average Length	8 minutes
Margin of Error*	± 3.43%, 19 times out of 20

Due to rounding, numbers presented throughout this document may not add up to the totals provided. For example, in some cases, the sum of all question values may add up to 101% instead of 100%.

Analysis may exclude “don’t know” or “prefer not to say” responses.

CAWI results throughout this report have been statistically weighted by age and gender to ensure that the sample reflects the target population according to 2021 Census data.

*This is a representative sample. However, since panelists are recruited from a wide variety of sources, a true margin of error cannot be calculated. For comparison purposes, a probability sample of 812 respondents would have a margin of error of 3.43%, 19 times out of 20.

Detailed Findings

City of Saskatoon

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Transportation & Utilities Key Findings

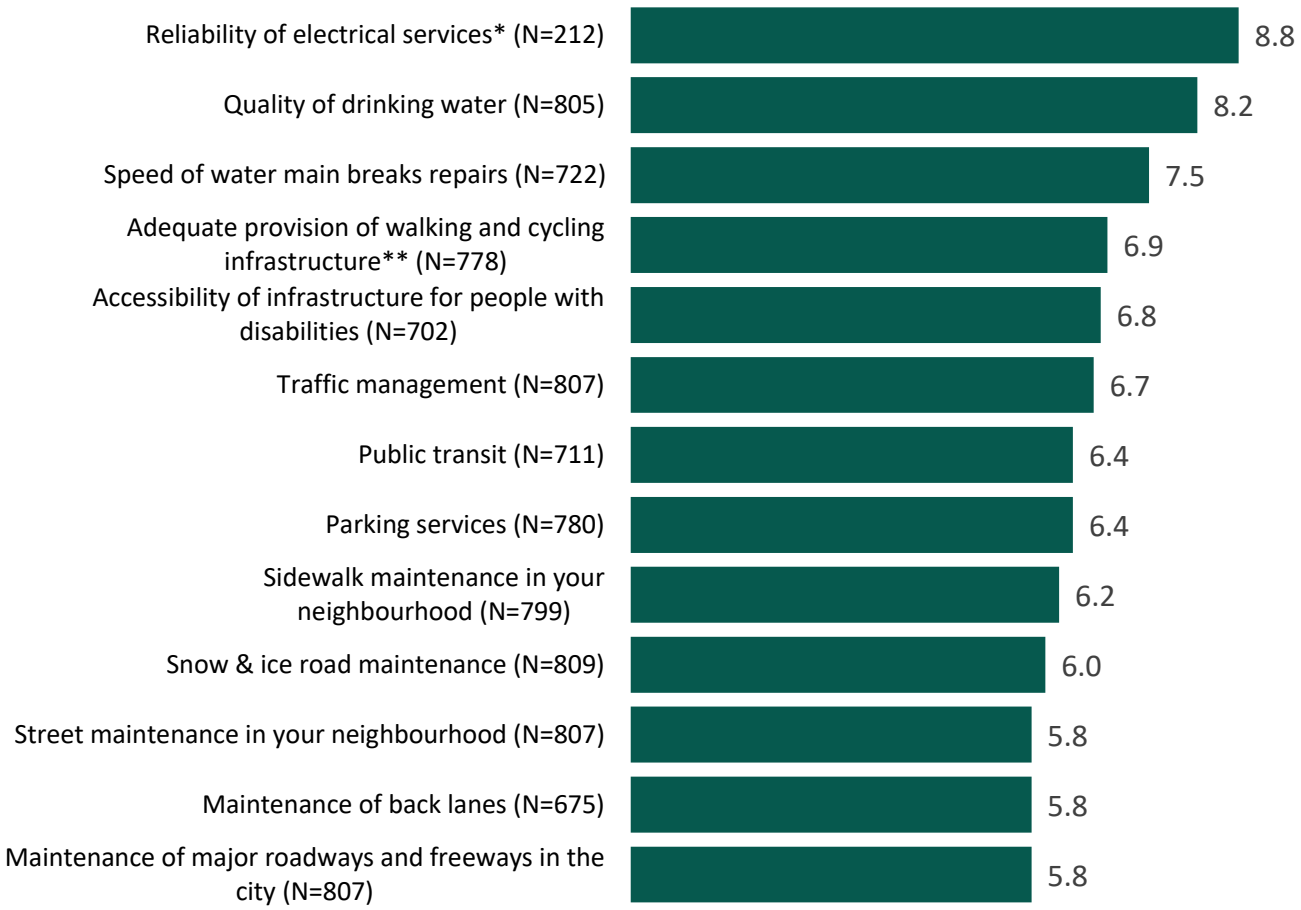
The top services that residents are most satisfied with are:

1. Reliability of electrical services – Mean: 8.8 (*only asked to those who use Saskatoon Light and Power)
2. Quality of drinking water – Mean: 8.2
3. Speed of water main breaks repairs – Mean: 7.5

The top three services remained consistent with the 2023 and 2021 results, and the majority of services performed comparably compared to previous years. Street maintenance in resident neighbourhoods (Mean: 5.8) and maintenance of back lanes (Mean: 5.8) saw the greatest decrease year over year, with each receiving scores 1 point lower than in 2023.

Transportation & Utilities

Transportation & Utilities (Means)

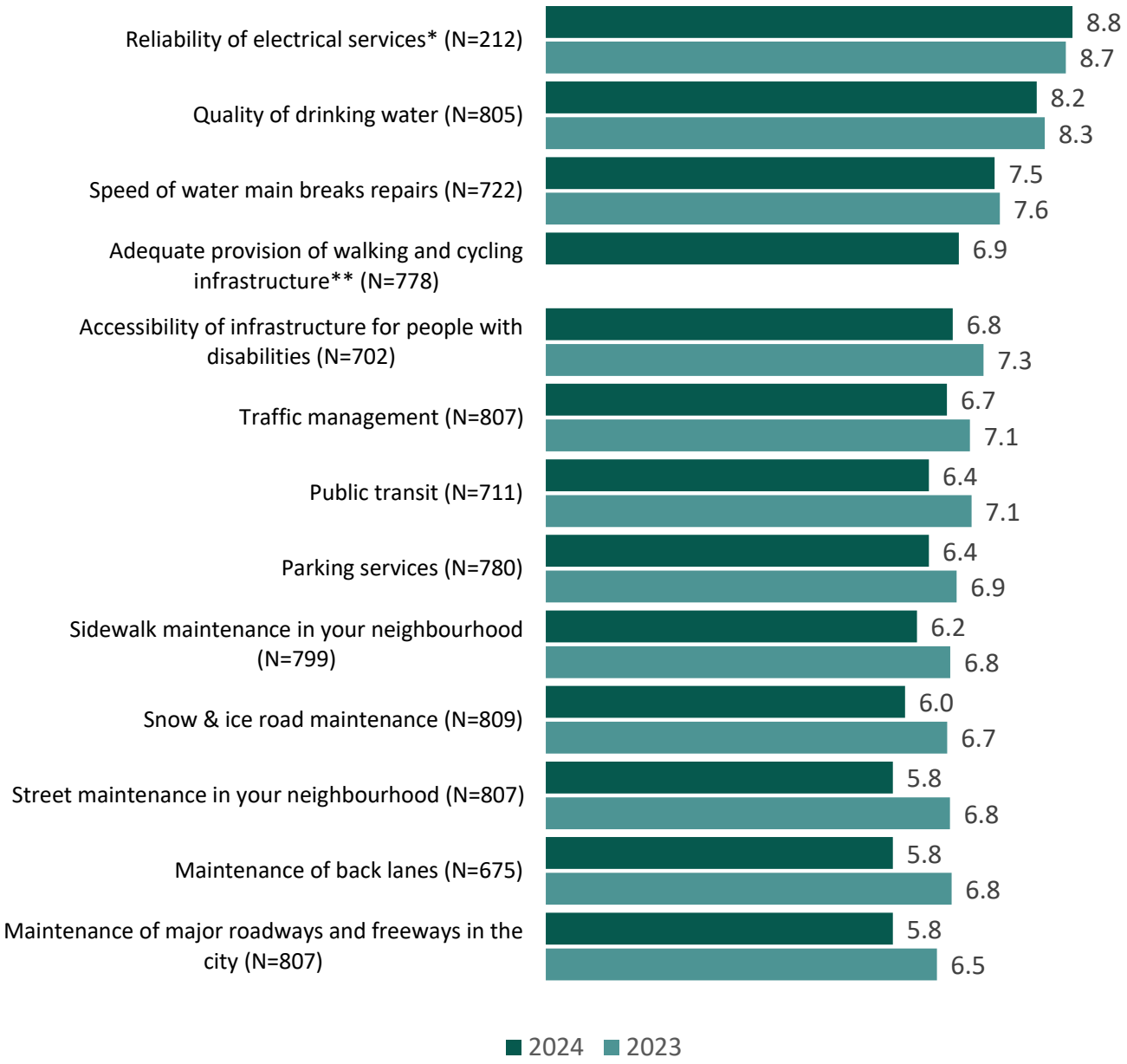


City residents were asked to rate services provided by the City on a 10-point scale, where 1 is 'poor' and 10 is 'excellent'. The reliability of electrical services (Mean: 8.8), quality of drinking water (Mean: 8.2), and speed of water main breaks repairs (Mean: 7.5) remain the top 3 services identified by residents, consistent with 2021*** and 2023 results.

Q1-12b. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size (2024): *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.
***New question for 2024*
****2021 survey wave used 'satisfied' as a scale, where 1 is very dissatisfied and 10 is very satisfied.*

Transportation & Utilities

Transportation & Utilities (Means) – Trends



Q1-12b. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size (2024): *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.
***New question for 2024*

Transportation & Utilities

Transportation & Utilities (Means)

Significantly Higher Score | Significantly Lower Score

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Reliability of electrical services*	7.9	8.0	8.9	8.0	8.7	8.8	8.4	**+0.1**
Quality of drinking water	8.1	8.3	8.6	8.1	8.3	8.2	8.3	**-0.1**
Speed of water main breaks repairs	6.7	7.0	7.4	7.4	7.6	7.5	7.3	**-0.1**
Adequate provision of walking and cycling infrastructure**	-	-	-	-	-	6.9	6.9	N/A
Accessibility of infrastructure for people with disabilities	6.4	6.3	6.8	6.8	7.3	6.8	6.7	**-0.5**
Traffic management	5.3	5.5	6.5	7.0	7.1	6.7	6.4	**-0.4**
Public transit	5.2	5.4	6.3	7.0	7.1	6.4	6.2	**-0.7**
Parking services	4.9	5.4	6.1	6.8	6.9	6.4	6.1	**-0.5**
Sidewalk maintenance in your neighbourhood	5.6	5.9	5.9	6.6	6.8	6.2	6.2	**-0.6**
Snow & ice road maintenance	5.5	5.8	6.0	6.8	6.7	6.0	6.1	**-0.7**
Street maintenance in your neighbourhood	5.2	5.7	5.9	6.5	6.8	5.8	6.0	**-1.0**
Maintenance of back lanes	5.0	5.3	5.7	6.4	6.8	5.8	5.8	**-1.0**
Maintenance of major roadways and freeways in the city	5.3	5.8	6.1	6.7	6.5	5.8	6.0	**-0.7**

Most services performed comparably to 2023. Street maintenance in resident neighbourhoods (Mean: 5.8) and the maintenance of back lanes (Mean: 5.8) saw the largest changes year over year, with a decrease of 1 point each compared to 2023.

**This question was only asked to respondents who are Saskatoon Light and Power customers.*
***This question is new in 2024.*

Community & Public Services Key Findings

The top services that residents are most satisfied with are:

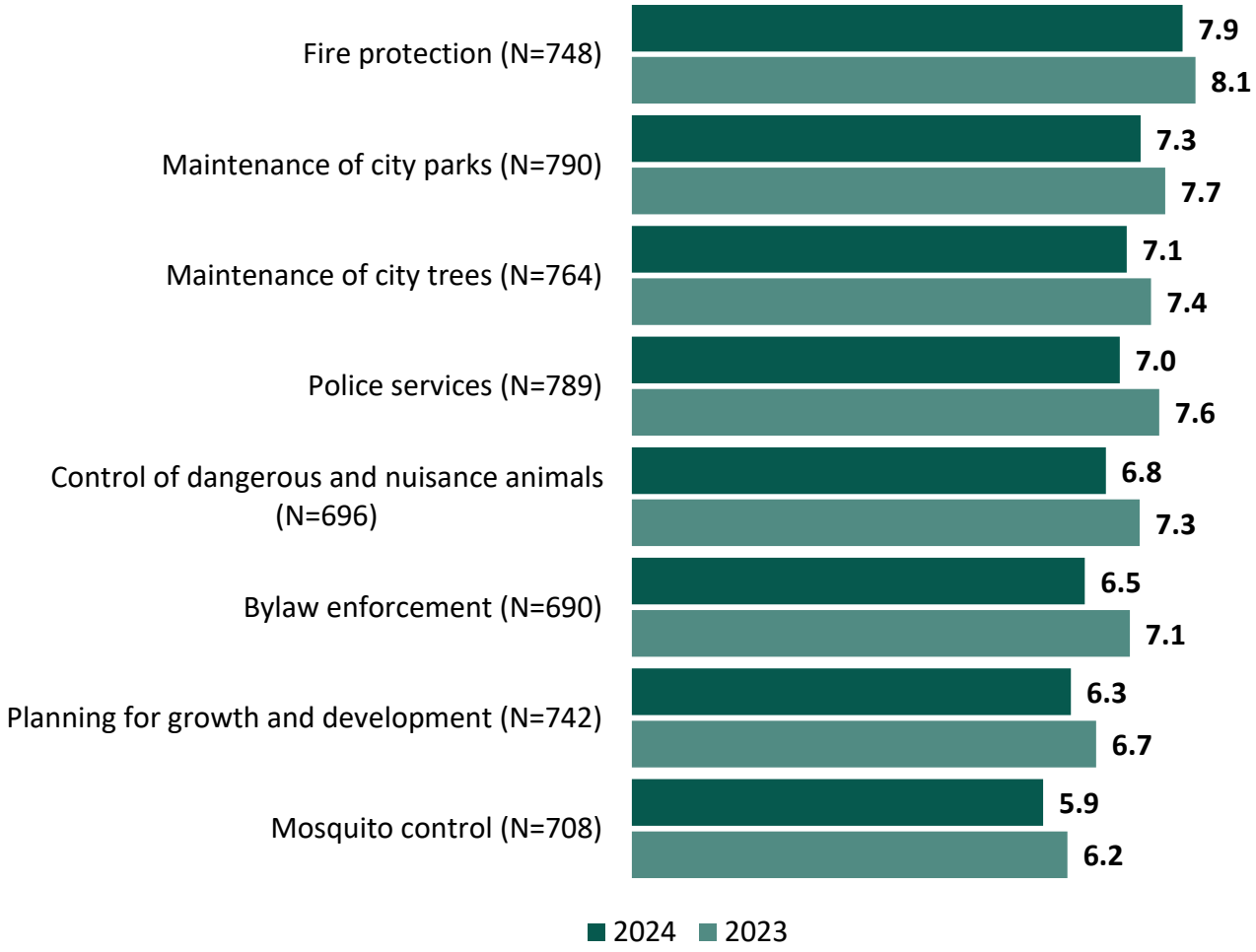
1. Fire protection – Mean: 7.9
2. Maintenance of City parks – Mean: 7.3
3. Maintenance of City trees – Mean: 7.1

Similar to 2023, fire protection (Mean: 7.9) and maintenance of City Parks (Mean: 7.3) were the services with the highest satisfaction scores. However, police services (Mean: 7) has been replaced by maintenance of City trees (Mean: 7.1) as the service with the third-highest satisfaction score for 2024.

As in previous years, mosquito control (Mean: 5.9) remains the service with the lowest resident satisfaction score.

Community & Public Services

Community & Public Services (Means)



As in 2023, City residents are overall most satisfied with fire protection (Mean: 7.9) and the maintenance of City parks (Mean: 7.3), while maintenance of City trees (Mean: 7.1) replaces police services (Mean: 7.0) with the third-highest satisfaction score.
Mosquito control (Mean: 5.9) continues to be the lowest ranked community and public service across the past 3 survey waves.

Q13-20. The following are a list of community and public services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Community & Public Services

Community & Public Services (Means)

Significantly Higher Score | Significantly Lower Score

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Fire protection	7.9	8	8.4	7.7	8.1	7.9	8.0	-0.2
Maintenance of city parks	-	-	7.7	7.4	7.7	7.3	7.5	-0.4
Maintenance of city trees	-	-	7.4	7.2	7.4	7.1	7.3	-0.3
Police services	6.6	6.7	7.6	7.2	7.6	7.0	7.1	-0.6
Control of dangerous and nuisance animals	6.7	6.8	7.1	7.1	7.3	6.8	7.0	-0.5
Bylaw enforcement	6	6	6.3	6.7	7.1	6.5	6.4	-0.6
Planning for growth and development	5.9	5.7	6.1	6.8	6.7	6.3	6.3	-0.4
Mosquito control	5.8	5.7	6.4	6.5	6.2	5.9	6.1	-0.3

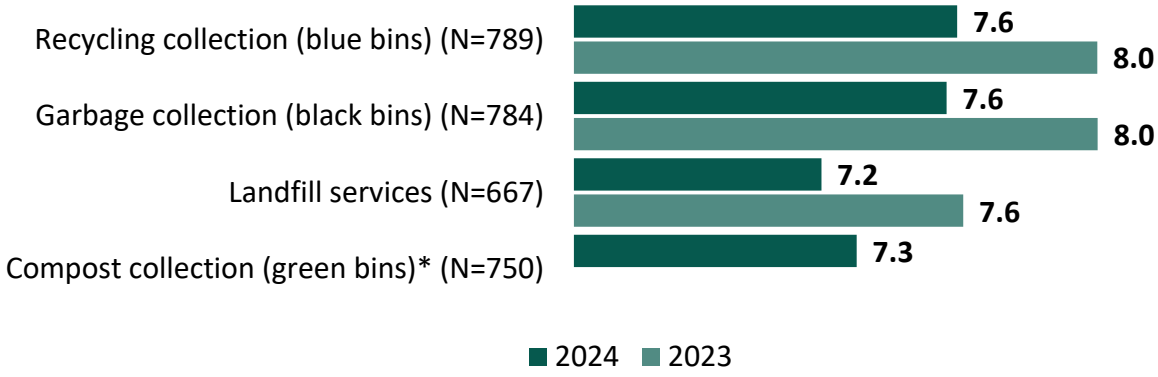
Satisfaction with each community and public service remained relatively consistent year over year compared to 2023. The services with the most noticeable decreases in satisfaction were police services (-0.6) and bylaw enforcement (-0.6), which each saw just over a half point difference compared to 2023.

Waste Management Key Findings

City residents remain relatively satisfied with their waste management services year over year. Compost collection (Mean: 7.3) was added for 2024, and residents indicated a comparable level of satisfaction between this and other waste collection services. Resident satisfaction is similar between recycling collection (Mean: 7.6) and garbage collection (Mean: 7.6).

Waste Management

Waste Management (Means)



Q21-23. The following are a list of waste management services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.
**New in 2024*

	Significantly Higher Score	Significantly Lower Score

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Recycling collection	7.4	7.4	7.4	7.7	8.0	7.58	7.6	-0.4
Garbage collection	7.4	7.6	7.6	7.7	8.0	7.55	7.7	-0.4
Compost collection	-	-	-	-	-	7.3	7.3	N/A
Landfill services	6.7	6.9	7.1	7.3	7.6	7.2	7.1	-0.4

City residents are relatively satisfied with their waste management services year over year. Residents are similarly satisfied with recycling collection (Mean: 7.6) in 2024 as they are with garbage collection (Mean: 7.6). Compost collection (Mean: 7.3) is a new option in 2024 and receives similar satisfaction scores compared to other waste management services.

Recreation and Culture Key Findings

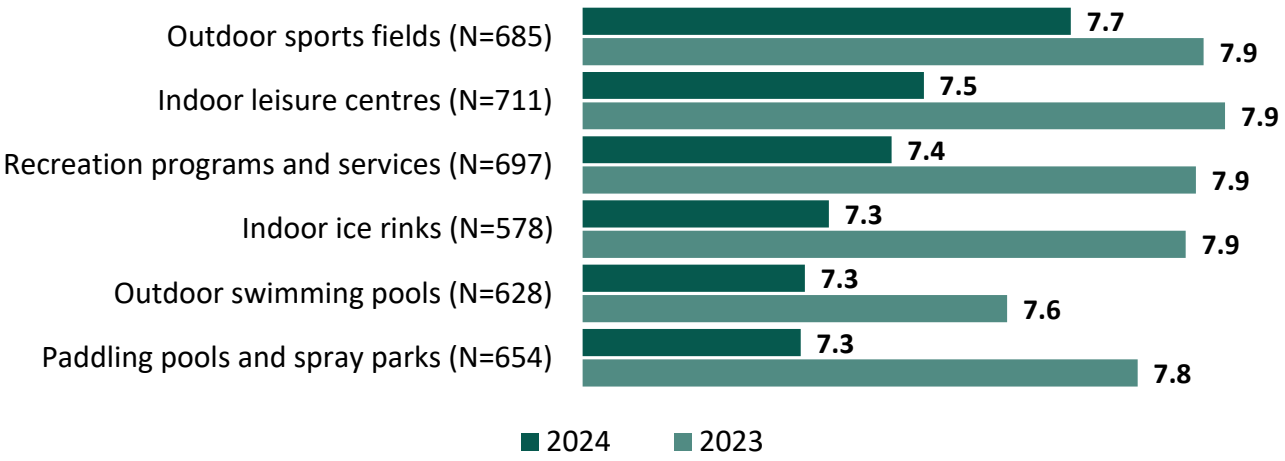
Residents had similarly high satisfaction levels for all recreation and culture services:

1. Outdoor sports fields – Mean: 7.7
2. Indoor leisure centres – Mean: 7.5
3. Recreation programs and services – Mean: 7.4
4. Indoor ice rinks – Mean: 7.3
5. Outdoor swimming pools – Mean: 7.3
6. Paddling pools and spray parks – Mean: 7.3

Residents are now slightly more satisfied with outdoor sports fields (Mean: 7.7) than with indoor leisure centres (Mean: 7.5), making it this year's top performing recreation and culture service. Overall, services performed comparably to 2023.

Recreation and Culture

Recreation and Culture (Means)



Overall, satisfaction levels remain high for all recreation and culture services, with outdoor sports fields receiving the highest satisfaction score (Mean: 7.7).

	Significantly Higher Score				Significantly Lower Score			
	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Outdoor sports fields	-	-	7.9	7.7	7.9	7.7	7.8	-0.2
Indoor leisure centres	7.2	7.3	8	7.6	7.9	7.5	7.6	-0.4
Recreation programs and services	6.8	6.9	7.7	7.6	7.9	7.4	7.4	-0.5
Indoor ice rinks	6.5	6.6	7.5	7.3	7.9	7.3	7.2	-0.6
Outdoor swimming pools	6.8	7.1	7.5	7.4	7.6	7.3	7.3	-0.3
Paddling pools and spray parks	7.1	7.2	7.7	7.5	7.8	7.3	7.4	-0.5

Q24-29. The following is a list of recreation and culture services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences Key Findings

More than half of residents indicated they would like the City to provide **more** service for:

- Affordable Housing (70%)
- Road Maintenance (66%)
- Snow & Ice Management (57%)
- Police (51%)

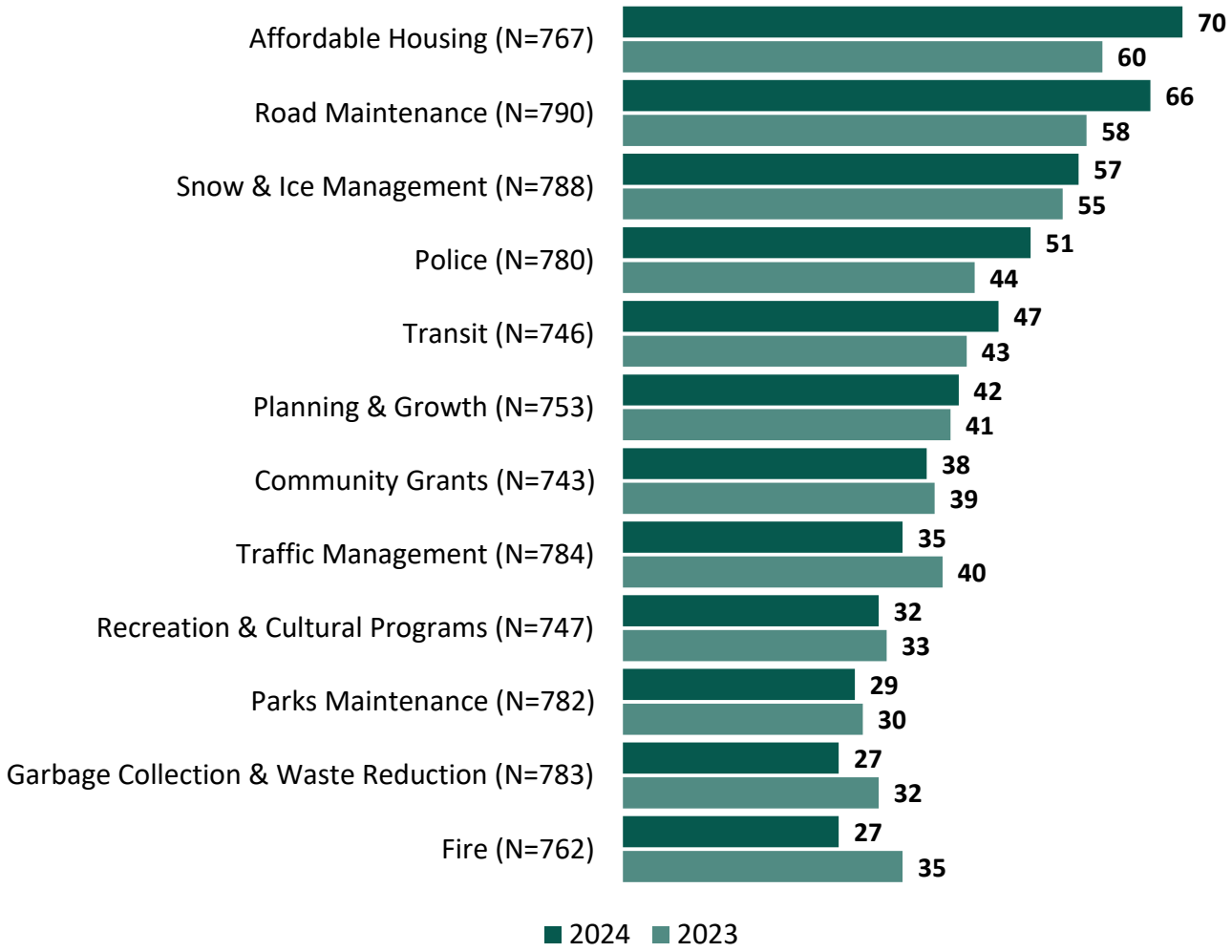
The top services that residents indicated they would like the City to provide **less** service for are:

- Community Grants (15%)
- Planning and growth (10%)
- Recreation and Cultural Programs (10%)
- Affordable Housing (10%)

Most residents said they would like the service to stay the same for fire services (69%), garbage collection and waste reduction programs and services (64%), parks maintenance (64%), and recreation and cultural programs (58%).

Service Level Preferences

Preferences on Level of Civic Services – More Service (%)



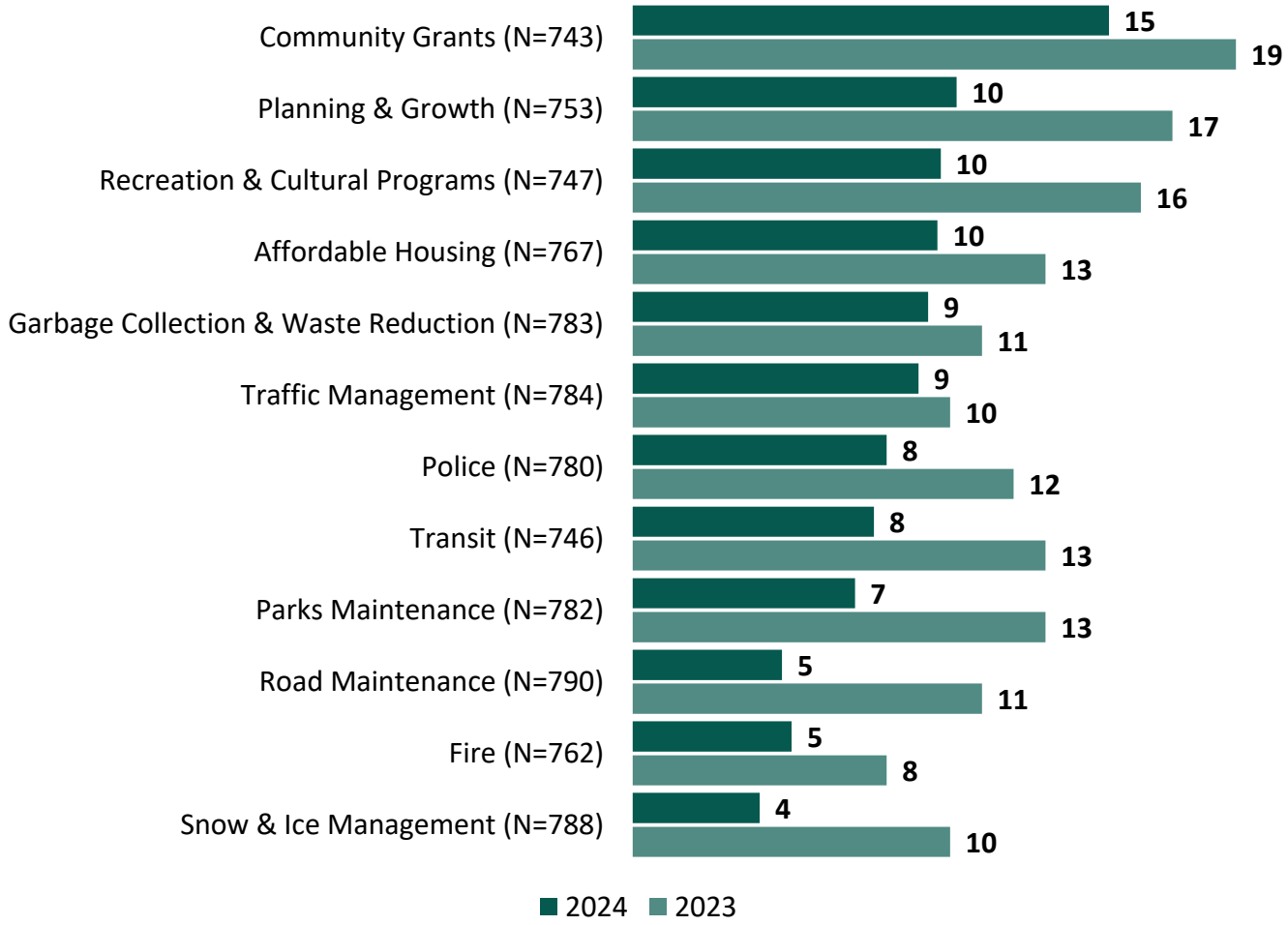
Residents most commonly identified the following 5 services as their preference for increased service:

- Affordable Housing (70%; +10 percentage points from 2023)
- Road Maintenance (66%; +8 percentage points from 2023)
- Snow & Ice Management (57%; +2 percentage points from 2023)
- Police (51%; +7 percentage points from 2023)
- Transit (47%; +4 percentage points from 2023)

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences

Preferences on Level of Civic Services – Less Service (%)



Residents most commonly identified the following 5 services as their preference for decreased service:

- Community Grants (15%; -4 percentage points from 2023)
- Planning & Growth (10%; -7 percentage points from 2023)
- Recreation & Cultural Programs (10%; -6 percentage points from 2023)
- Affordable Housing (10%; -3 percentage points from 2023)
- Garbage Collection & Waste Reduction (9%; -2 percentage points from 2023)

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences

Preferences on Level of Civic Services*

	More	Same	Less
Road Maintenance (N=790)	66%	29%	5%
Snow & Ice Management (N=788)	57%	39%	4%
Traffic Management (N=784)	35%	57%	9%
Police (N=780)	51%	40%	8%
Fire (N=762)	27%	69%	5%
Transit (N=746)	47%	46%	8%
Planning & Growth (N=753)	42%	48%	10%
Community Grants (N=743)	38%	47%	15%
Affordable Housing (N=767)	70%	20%	10%
Garbage Collection & Waste Reduction Programs and Services (N=783)	27%	64%	9%
Parks Maintenance (N=782)	29%	64%	7%
Recreation & Cultural Programs (N=747)	32%	58%	10%

Nearly half of the services offered were favoured to remain unchanged, including fire services (69%), parks maintenance (64%), garbage and waste reduction programs and services (64%), recreation and cultural programs (58%), and traffic management (57%). Conversely, respondents expressed a desire for increased services in specific areas, such as affordable housing (70%), road maintenance (66%), snow and ice management (57%), and policing (51%). Community grants (15%) stood out as the service with the highest proportion of respondents indicating a preference for reduced levels of service, with planning and growth (10%), recreation and cultural programs (10%), and affordable housing (10%) being the second-most common services.

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.
*Visual uses colour to differentiate between preference levels. The preference level shared by the highest percentage of residents is a darker shade of its corresponding colour.

Service Level Preferences

Preferences on Level of Civic Services – More Service

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Road Maintenance	70%	55%	61%	56%	58%	66%	59%	+8 percentage points
Snow & Ice Management	49%	39%	52%	51%	55%	57%	51%	+2 percentage points
Traffic Management	46%	38%	40%	33%	40%	35%	37%	-5 percentage points
Police	41%	37%	36%	34%	44%	51%	40%	+7 percentage points
Fire	15%	10%	10%	27%	35%	27%	22%	-8 percentage points
Transit	45%	37%	41%	39%	43%	47%	41%	+4 percentage points
Planning & Growth	35%	29%	35%	36%	41%	42%	37%	+1 percentage point

Service Level Preferences

Preferences on Level of Civic Services – More Service (con't)

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Community Grants	21%	16%	23%	37%	39%	38%	31%	-1 percentage point
Affordable Housing	53%	45%	55%	61%	60%	70%	58%	+10 percentage points
Garbage Collection & Waste Reduction	17%	11%	28%	31%	32%	27%	26%	-5 percentage points
Parks Maintenance	13%	11%	15%	26%	30%	29%	22%	-1 percentage point
Recreation & Cultural Programs	22%	14%	21%	31%	33%	32%	26%	-1 percentage point

Service Level Preferences

Preferences on Level of Civic Services – Less Service

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Road Maintenance	2%	2%	2%	5%	11%	5%	5%	-6 percentage points
Snow & Ice Management	2%	4%	2%	6%	10%	4%	5%	-6 percentage points
Traffic Management	4%	5%	4%	8%	10%	9%	7%	-1 percentage point
Police	8%	6%	5%	17%	12%	8%	10%	-4 percentage points
Fire	3%	3%	2%	5%	8%	5%	5%	-3 percentage points
Transit	6%	9%	8%	9%	13%	8%	9%	-5 percentage points
Planning & Growth	11%	17%	10%	10%	17%	10%	13%	-7 percentage points

Service Level Preferences

Preferences on Level of Civic Services – Less Service (con't)

	2016	2017	2018	2021	2023	2024	Average	Difference from 2023
Community Grants	21%	25%	18%	13%	19%	15%	18%	-4 percentage points
Affordable Housing	9%	11%	10%	10%	13%	10%	11%	-3 percentage points
Garbage Collection & Waste Reduction	4%	7%	7%	4%	11%	9%	8%	-2 percentage points
Parks Maintenance	7%	13%	5%	8%	13%	7%	9%	-6 percentage points
Recreation & Cultural Programs	9%	16%	8%	13%	16%	10%	13%	-6 percentage points

Service: Strengths and Areas for Improvement Key Findings

The satisfaction and priorities questions were used to conduct a quadrant analysis and determine services that are considered key strengths and key areas for improvement:

Key Strengths:

- Quality of drinking water
- Fire protection
- Reliability of electrical services*
- Speed of water main breaks repairs
- Garbage collection

Key Areas for Improvement:

- Police services

*'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

Services:
Strengths and Areas for Improvement

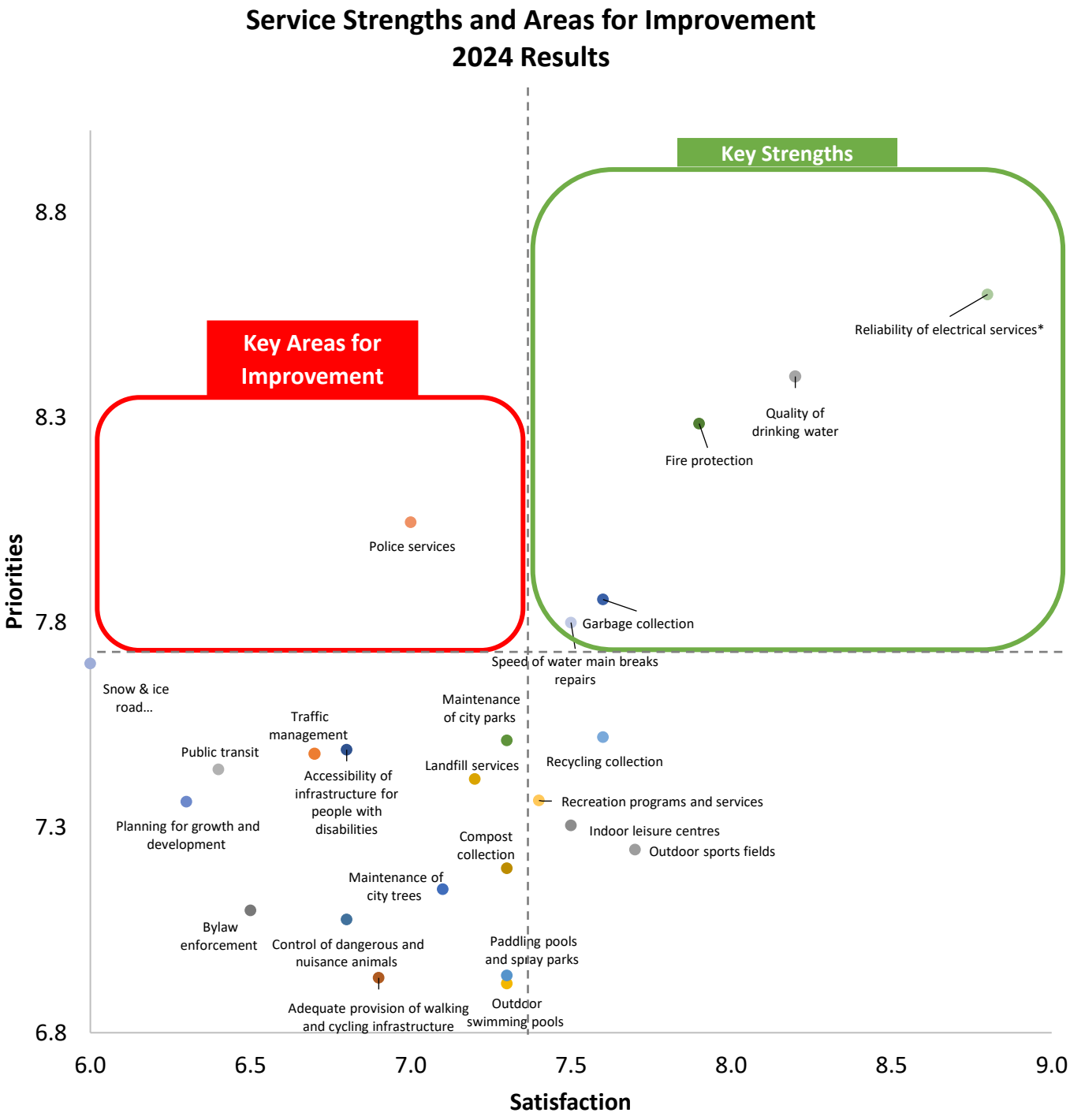
Mapping of Priorities & Satisfaction

A quadrant analysis was conducted to determine services that are considered key strengths and key areas for improvement based on 2024 data. The satisfaction and priorities were used to determine key areas for improvement (high priority, low satisfaction), and key strengths (high priority, high satisfaction). Satisfaction scores are plotted horizontally (along the X-axis) and they represent the mean satisfaction scores of each service (out of 10). The priority scores are plotted vertically (along the Y-axis) and they represent the mean priority scores of each service (out of 10). Thresholds are established by finding the average satisfaction and priority score. Note that since the satisfaction and priority scores change for each survey based on responses, the threshold used to create the four quadrants are also subject to change.

Key Areas for Improvement Services where respondents had low satisfaction scores and high priority scores. These services are considered opportunities to improve overall satisfaction.			**Key Strengths** Services where respondents had high satisfaction scores and high priority scores. These services should be monitored to support continued high levels of satisfaction.		
2021	2023	2024	2021	2023	2024
Snow & ice road maintenance	Snow & ice road maintenance	Police services	Quality of drinking water	Quality of drinking water	Quality of drinking water
Maintenance of major roadways and freeways	Maintenance of major roadways and freeways	-	Fire protection	Fire protection	Fire protection
Traffic Management	Traffic Management	-	Reliability of electrical services*	Reliability of electrical services*	Reliability of electrical services*
Planning for growth and development	Planning for growth and development	-	Speed of water main breaks repairs	Speed of water main breaks repairs	Speed of water main breaks repairs
Accessibility of infrastructure for people with disabilities	Accessibility of infrastructure for people with disabilities	-	Garbage collection	Garbage collection	Garbage collection
	-	-	Recycling collection	Police services	
	-	-	Maintenance of city parks	Maintenance of city parks	

*'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

Services:
Strengths and Areas for Improvement



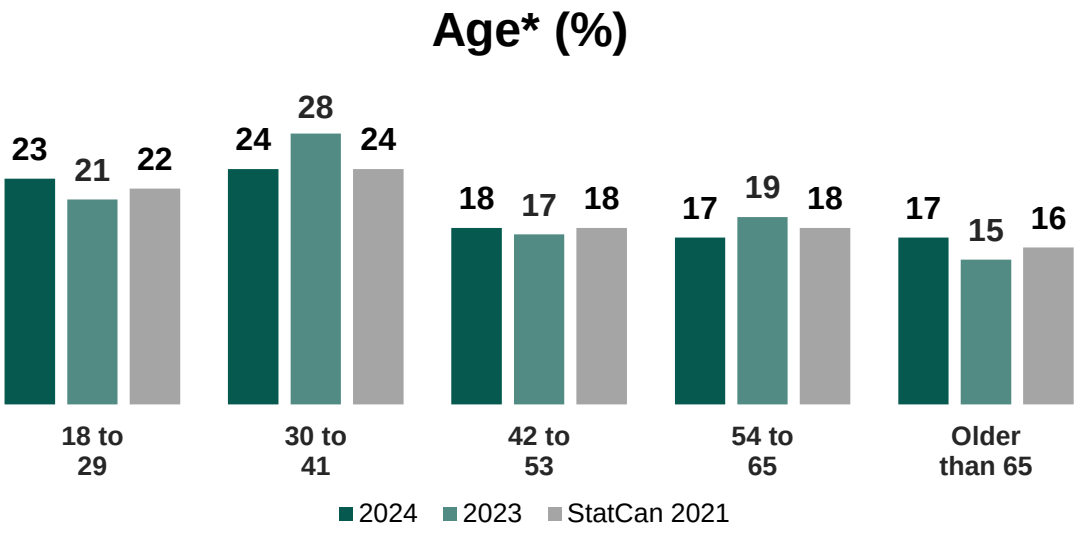
*'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

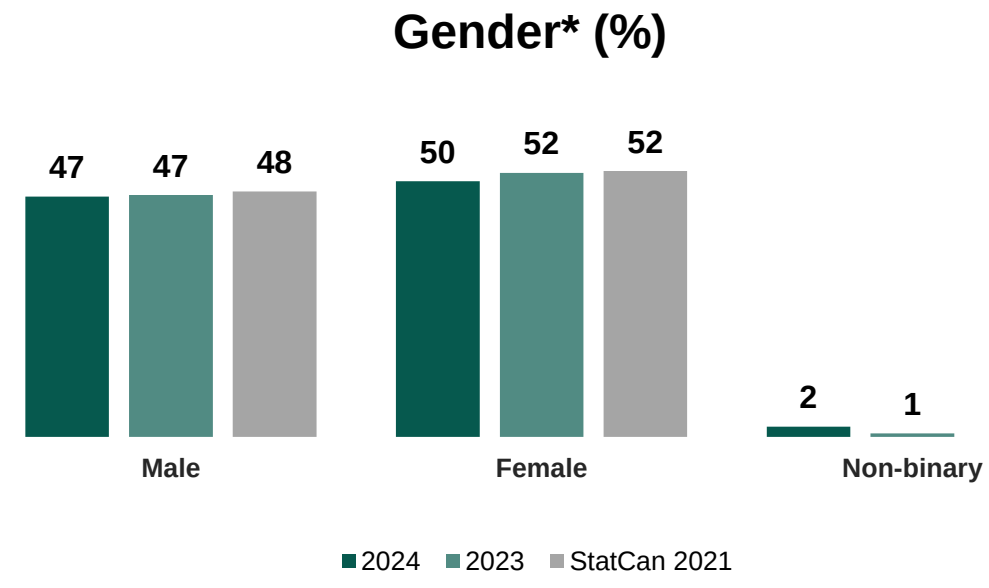
Demographics

City of Saskatoon

FORUM RESEARCH INC.

Demographics





*Visuals exclude 'prefer not to say' responses

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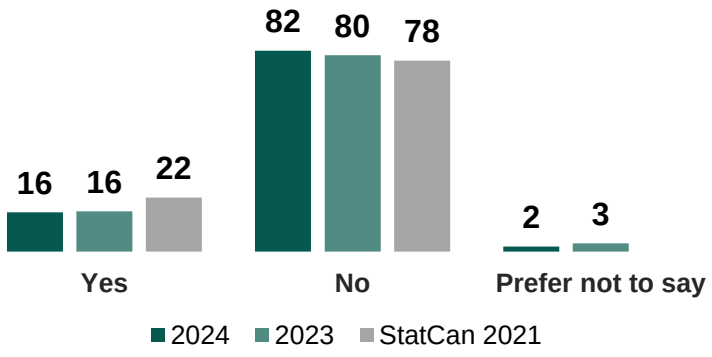
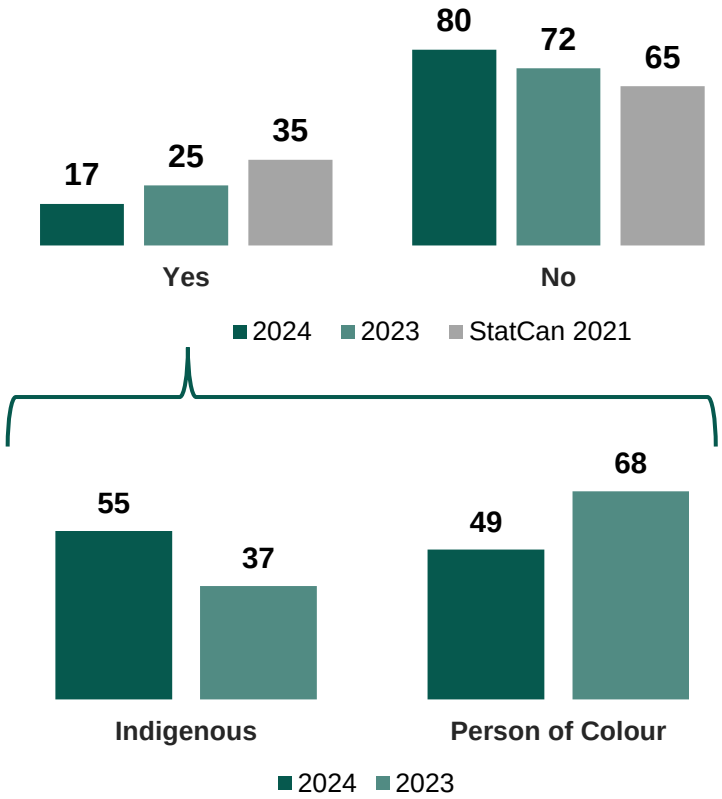
Demographics

Identifies as a Person with Disability* (%)



Identifies as Indigenous or Person of Colour* (%)



Visuals exclude 'prefer not to say' responses

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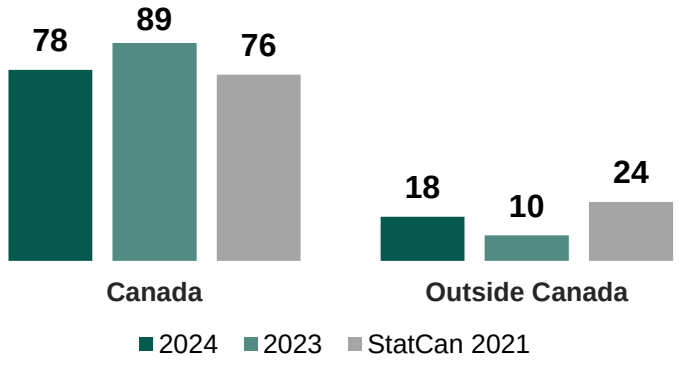
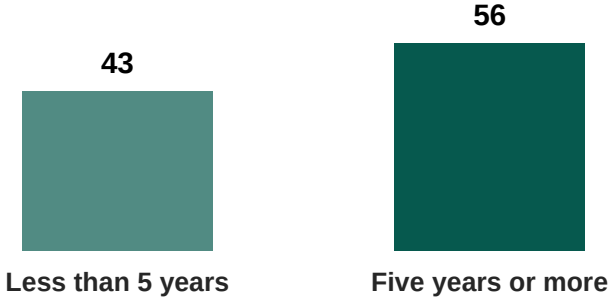
Demographics

Country Born* (%)

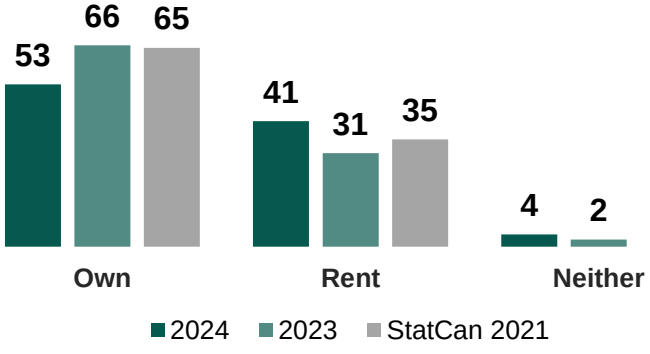


Years Lived in Canada* (%)

Sample Framework: Respondents who were not born in Canada



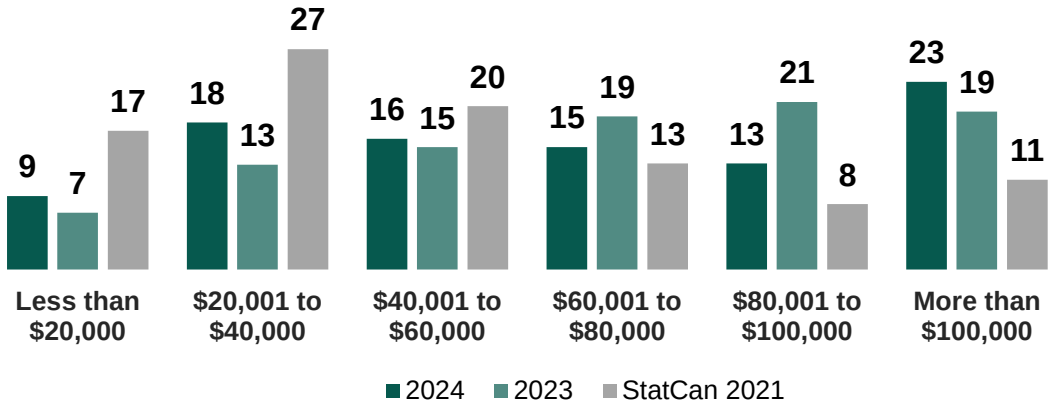
Housing* (%)



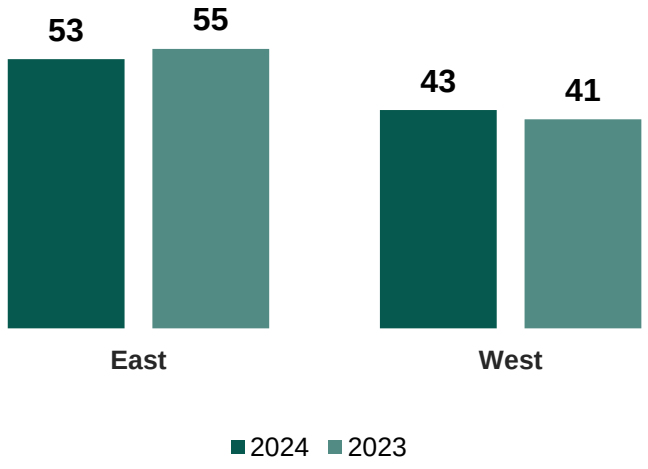
**Visuals exclude 'prefer not to say' responses*

Demographics

Household Income (2022)* (%)



Residency: Side of River* (%)



Visuals exclude 'prefer not to say' responses

Appendix

City of Saskatoon

FORUM RESEARCH INC.

Interpreting this Report

Title (%)

1

		Age					Household Income				
	Total	18-29	30-41	42-53	54-65	66+	<$40K	$40K-<$60K	$60K-<$80K	$80K-<$100K	$100K+
2 →		F	G	H	I	J	O	P	Q	R	S
n=	807	183	196	147	144	134	203	132	99	99	215
Top 2 (%)	28	32	21	29	17	41	33	27	23	19	29
		I		I	3	GI	R				R
Bottom 2 (%)	2	0	3	3	3	2	3	4	4	1	1
			F	F	F						

1a

QX. Question that corresponds to the visual above
Sample size (2024): n=XXX; excluding 'Don't know' and 'Prefer Not to Say' responses.
Sample framework: All

Demographic Breakouts: The appendix contains the demographic breakout tables for each question. These tables identify if any demographic groups are significantly more likely than another group to feel or think a certain way, according to the results of the survey.

1. Demographic groups and subgroups are contained in the columns of each table, while the answer options **(1a)** are populated in the rows.
2. Each segment is denoted with letters (e.g., A, B, C, etc.). In the table above, "F" corresponds to respondents aged 18-29. The table shows that there were n=183 respondents in this category, 32% had responses in the Top 2 category and 0% had responses in the Bottom 2 category.
3. If a letter appears under the response of a certain segment, this indicates that the response of that segment is statistically significant compared to the response of the segment in the corresponding letter's column. For example, in the table above, respondents aged 66+ (denoted with "GI") are significantly more likely to have responses in the Top 2 category, than those aged 30-41 (column G) and 54-65 (column I).

Please note that statistical differences have been indicated where they exist.

Transportation & Utilities

Transportation & Utilities – Demographic Breakout Table - Means

		Age					Household Income					Gender		River Side	
	Mean	18-29	30-41	42-53	54-65	66+	$40K or less	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Reliability of electrical services* (N=212)	8.8	28	48	38	44	54	38	32	40	26	68	107	101	110	100
		8.5	8.6	8.3	8.9	9.3	8.8	8.5	9.0	8.6	8.8	8.8	8.7	8.7	8.8
					H										
Quality of drinking water (N=805)	8.2	184	191	144	141	139	216	126	120	102	187	384	400	427	344
		7.9	7.9	8.1	8.5	9.1	7.8	8.1	8.7	8.1	8.6	8.3	8.2	8.3	8.1
					FG	FGHI			OPR		OPR				
Speed of water main breaks repairs (N=722)	7.5	164	174	130	126	124	197	117	108	91	166	353	349	381	314
		7.3	7.3	7.3	7.7	7.9	7.4	7.4	7.7	7.5	7.5	7.7	7.4	7.5	7.5
						FGH									
Maintenance of major roadways and freeways in the city (N=807)	5.8	187	193	144	139	139	214	127	119	104	189	382	403	430	343
		6.0	5.9	5.8	5.6	5.8	6.2	5.6	6.0	5.7	5.6	6.1	5.6	6.0	5.6
							PS					D		U	
Street maintenance in your neighbourhood (N=807)	5.8	187	192	144	141	139	216	126	120	104	187	381	405	431	345
		5.9	5.8	5.9	5.6	5.7	6.2	5.6	5.7	5.7	5.7	6.0	5.6	6.1	5.5
												D		U	
Sidewalk maintenance in your neighbourhood (N=799)	6.2	186	192	140	139	138	214	127	116	103	184	381	397	423	343
		6.5	6.0	6.2	5.9	6.2	6.4	6.3	6.3	6.0	5.9	6.4	6.1	6.4	5.9
		GI					S							U	

Legend:

8.0
C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1-12b. Please rate how well the City of Saskatoon is doing in the transportation and utilities services:
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

Transportation & Utilities

Transportation & Utilities – Demographic Breakout Table - Means

		Age					Household Income					Gender		River Side	
	Mean	18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Maintenance of back lanes (N=675)	5.8	171	170	120	114	98	194	117	93	82	151	331	326	349	297
		5.8	5.8	5.9	5.4	5.9	6.2	5.6	5.2	5.7	5.8	6.0	5.6	6.0	5.5
							Q					D		U	
Snow & ice road maintenance (N=809)	6.0	186	192	145	141	141	217	127	120	104	188	385	403	430	345
		6.1	6.2	5.9	5.7	6.2	6.1	6.0	6.1	6.3	5.8	6.2	5.9	6.2	5.8
			I											U	
Traffic management (N=807)	6.7	187	193	143	141	138	214	127	120	103	189	381	405	431	343
		6.8	6.8	6.4	6.6	7.0	7.1	6.8	7.0	6.6	6.3	6.9	6.6	6.8	6.6
							S		S						
Parking services (N=780)	6.4	183	191	140	133	131	206	126	118	101	182	366	393	413	335
		6.4	6.3	6.1	6.5	6.8	6.7	6.2	6.7	6.2	6.2	6.5	6.3	6.5	6.2
						H	S								
Accessibility of infrastructure for people with disabilities (N=702)	6.8	171	170	114	121	122	205	111	109	85	152	336	345	364	307
		6.9	6.6	6.5	6.8	7.4	7.0	6.4	7.2	7.0	6.6	7.1	6.6	6.9	6.8
						GH			P			D			
Public transit (N=711)	6.4	176	179	126	113	115	203	106	111	90	156	345	346	375	309
		6.3	6.0	6.3	6.6	6.9	6.4	6.4	6.5	6.5	6.3	6.6	6.2	6.4	6.3
						G						D			
Adequate provision of walking and cycling infrastructure (N=778)	6.9	182	188	140	134	131	213	116	119	101	179	375	383	416	333
		6.7	6.4	7.0	7.2	7.5	6.8	6.7	7.0	7.3	6.9	7.0	6.8	6.9	6.9
				G	G	FG									

Legend:

8.0
C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q1-12b. Please rate how well the City of Saskatoon is doing in the transportation and utilities services:
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: *'Reliability of electrical services' only asked to those who use Saskatoon Light and Power. All other options were asked to all respondents.

Community & Public Services

Community & Public Services – Demographic Breakout Table - Means

		Age					Household Income					Gender		River Side	
	Mean	18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Bylaw enforcement (N=690)	6.5	170	173	121	115	109	188	108	106	87	157	339	330	360	303
		6.6	6.3	6.4	6.7	6.5	6.5	6.4	6.4	6.6	6.4	6.5	6.5	6.6	6.4
Planning for growth and development (N=742)	6.3	174	182	135	129	117	189	119	115	91	177	356	365	394	318
		6.5	6.3	6.1	6.0	6.3	6.3	6.2	6.4	6.3	6.1	6.4	6.1	6.3	6.2
Mosquito control (N=708)	5.9	173	176	129	115	112	191	113	105	84	168	349	337	370	315
		6.0	5.8	5.7	6.1	5.9	6.2	6.0	6.3	6.1	5.4	6.1	5.7	6.0	5.8
							S		S	S					
Control of dangerous and nuisance animals (N=696)	6.8	174	176	129	113	103	183	111	100	84	167	340	337	374	298
		7.1	6.7	6.5	6.5	6.8	6.9	6.6	7.1	6.5	6.6	6.9	6.6	7.0	6.5
		H												U	
Maintenance of city trees (N=764)	7.1	182	182	135	132	129	204	119	117	97	177	370	374	409	330
		7.1	7.0	6.7	7.4	7.2	7.2	7.0	7.2	7.2	6.8	7.2	6.9	7.2	6.9
					GH										
Maintenance of city parks (N=790)	7.3	183	192	140	136	136	213	124	116	101	184	372	399	422	335
		7.1	7.2	7.1	7.5	7.5	7.4	7.4	7.4	7.4	6.9	7.4	7.2	7.4	7.0
							S							U	
Fire protection (N=748)	7.9	173	177	132	132	131	201	112	114	96	175	365	363	391	330
		7.4	7.6	7.6	8.2	8.7	7.7	7.7	8.1	7.9	7.9	8.1	7.6	7.9	7.9
					FGH	FGH						D			
Police services (N=789)	7.0	181	189	143	139	135	212	123	118	101	184	375	393	417	340
		6.6	6.7	7.0	7.3	7.7	6.9	6.7	7.0	7.2	7.2	7.2	6.8	7.1	6.8
					FG	FGH									

Legend:

8.0
C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q13-20. The following are a list of community and public services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Waste Management

Waste Management – Demographic Breakout Table - Means

		Age					Household Income					Gender		River Side	
	Mean	18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Garbage collection (black bin) (N=784)	7.6	184	189	136	136	134	202	125	116	100	188	376	387	417	336
		7.6	7.5	7.0	7.8	7.9	7.4	7.7	7.8	7.4	7.5	7.5	7.7	7.8	7.3
		H			H	H								U	
Recycling collection (blue bins) (N=789)	7.6	184	187	140	138	136	204	126	116	101	188	378	390	421	334
		7.7	7.5	6.9	7.9	7.9	7.5	7.7	7.8	7.6	7.5	7.6	7.7	7.8	7.4
		H	H		H	H								U	
Landfill services (N=667)	7.2	166	171	118	109	100	171	106	103	85	156	328	320	353	287
		7.3	7.1	6.8	7.6	7.2	7.1	7.2	7.4	7.4	7.1	7.2	7.3	7.4	7.0
					H										
Compost collection (green bins)* (N=750)	7.3	179	183	128	129	128	190	121	113	95	183	360	370	401	320
		7.4	7.2	6.7	7.5	7.5	7.3	7.3	7.2	7.4	7.2	7.3	7.3	7.4	7.2
		H			H	H									

Legend:

8.0
C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q21-23b. The following are a list of waste management services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.
**New in 2024*

Recreation and Culture

Recreation and Culture – Demographic Breakout Table - Means

		Age					Household Demographic					Gender		River Side	
	Mean	18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Indoor ice rinks (N=578)	7.3	157	144	104	98	73	165	90	89	72	127	292	269	307	246
		7.2	7.1	7.3	7.6	8.1	7.2	7.1	7.7	7.2	7.6	7.5	7.2	7.3	7.4
						FGH									
Outdoor swimming pool (N=628)	7.3	166	157	117	106	79	174	98	103	77	140	308	300	327	275
		7.1	7.0	7.3	7.6	8.0	7.3	7.2	7.4	7.2	7.4	7.3	7.3	7.3	7.4
					G	FG									
Paddling pools and spray parks (N=654)	7.3	165	167	118	115	86	178	100	106	83	147	324	311	346	283
		7.0	7.0	7.3	7.7	7.9	7.3	7.3	7.4	7.2	7.4	7.4	7.3	7.4	7.2
					FG	FG									
Indoor leisure centres (N=711)	7.5	177	179	127	125	98	182	117	112	91	163	334	357	376	302
		7.3	7.3	7.4	7.7	7.8	7.3	7.5	7.7	7.5	7.6	7.5	7.5	7.6	7.3
Outdoor sports fields (N=685)	7.7	172	174	122	116	97	182	105	104	84	161	346	319	366	292
		7.7	7.3	7.5	7.9	8.3	7.5	7.8	8.0	7.6	7.7	7.7	7.6	7.7	7.7
					G	FGH			O						
Recreation programs and services (N=697)	7.4	172	177	127	125	94	179	113	107	90	160	337	340	380	291
		7.4	7.2	7.3	7.7	7.7	7.3	7.4	7.6	7.5	7.5	7.5	7.4	7.4	7.4
					G										

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q24-29. The following is a list of recreation and culture services that the City of Saskatoon provides its residents. Please rate how well the City of Saskatoon is doing in these services on a scale from 1 through 10, where 1 represents poor, and 10 represents excellent.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences

Preferences on Level of Civic Services – Demographic Breakout Table (%)

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Road Maintenance (N=790)		**183**	**189**	**144**	**140**	**130**	**208**	**122**	**119**	**100**	**188**	**372**	**399**	**416**	**342**
	More	64	69	66	69	61	61	70	73	61	71	66	66	65	67
									O		O				
	Less	5	9	5	2	1	6	3	3	6	4	5	4	4	6
		J	IJ	J											
	Same	31	22	29	29	38	33	27	25	33	25	29	30	31	27
		G				G									
Snow & Ice Management (N=788)		**184**	**190**	**140**	**140**	**130**	**206**	**123**	**120**	**100**	**188**	**372**	**397**	**413**	**344**
	More	62	54	62	60	45	59	63	56	47	59	56	58	58	55
		J		J	J		R	R							
	Less	4	6	4	4	0	4	5	3	4	3	4	4	3	5
		J	J	J	J										
	Same	33	40	34	36	55	36	32	41	49	38	41	38	39	40
						FGHI				OP					
Traffic Management (N=784)		**181**	**193**	**142**	**138**	**127**	**207**	**121**	**119**	**102**	**185**	**371**	**394**	**416**	**339**
	More	36	41	38	28	27	37	32	35	32	35	35	34	37	31
			IJ												
	Less	11	9	10	3	8	11	12	6	8	6	10	8	8	9
		I	I	I											
	Same	53	50	51	68	65	51	56	60	60	59	56	58	55	60
					FGH	G									
Police (N=780)		**176**	**190**	**138**	**141**	**131**	**206**	**123**	**117**	**101**	**181**	**366**	**395**	**415**	**336**
	More	39	48	57	64	52	49	51	52	47	57	53	50	46	58
				F	FG										T
	Less	17	13	4	2	2	12	10	10	8	4	9	8	9	8
		HIJ	HIJ				S								
	Same	43	38	40	34	46	39	39	38	45	39	39	42	46	34
														U	

Legend:

8.0

C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences

Preferences on Level of Civic Services – Demographic Breakout Table (%)

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Fire (N=762)		176	183	136	139	126	204	115	115	95	183	364	380	405	330
	More	28	31	33	26	13	33	31	20	19	27	23	30	26	26
		J	J	J	J		QR						C		
	Less	8	8	3	1	2	5	7	5	4	4	6	3	4	5
		HIJ	HIJ												
	Same	64	61	65	73	86	63	62	75	77	69	72	67	70	68
					G	FGHI			OP	OP					
Transit (N=746)		180	183	132	128	120	201	116	113	92	174	363	366	399	320
	More	54	62	48	34	24	53	48	44	43	43	42	51	48	45
		IJ	HIJ	IJ									C		
	Less	8	6	11	6	7	6	11	8	6	9	8	7	7	8
	Same	38	32	41	59	68	42	41	48	51	48	50	42	46	47
					FGH	FGH						D			
Planning & Growth (N=753)		178	184	134	133	120	200	113	115	94	181	358	377	402	322
	More	45	51	45	41	22	40	38	37	44	49	45	39	44	39
		J	J	J	J										
	Less	11	9	10	10	11	14	13	8	7	6	9	11	8	12
							S								
	Same	44	40	45	49	67	46	49	55	49	45	46	50	48	49
						FGHI									
Community Grants (N=743)		178	182	129	131	120	199	115	109	92	179	358	367	394	321
	More	53	47	45	26	10	48	41	33	34	30	36	39	41	34
		IJ	IJ	IJ	J		QRS								
	Less	8	14	14	17	26	12	12	19	11	20	21	10	12	19
					F	F					O	D			T
	Same	39	39	41	57	65	41	48	48	55	50	43	51	47	47
					FGH	FGH				O			C		

Legend:

8.0

C

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Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Service Level Preferences

Preferences on Level of Civic Services – Demographic Breakout Table (%)

		Age					Household Income					Gender		River Side	
		18-29	30-41	42-53	54-65	66+	<$40K	>$40K - $60K	>$60K - $80K	>$80K - $100K	$100K +	Male	Female	East	West
		F	G	H	I	J	O	P	Q	R	S	C	D	T	U
Affordable Housing (N=767)		**182**	**188**	**135**	**135**	**125**	**203**	**119**	**116**	**97**	**182**	**367**	**382**	**407**	**331**
	More	75	72	74	75	51	77	77	68	70	63	64	76	74	64
		J	J	J	J		S	S					C	U	
	Less	9	7	9	6	19	5	7	17	7	14	13	6	7	14
						GI			OPR		O	D			T
	Same	15	21	17	19	30	18	16	15	23	23	23	18	19	22
						FH									
Garbage Collection & Waste Reduction programs and services (N=783)		**185**	**191**	**140**	**133**	**129**	**203**	**123**	**116**	**101**	**187**	**370**	**392**	**417**	**334**
	More	33	35	30	16	15	34	20	23	26	25	29	24	26	28
		IJ	IJ	IJ			P								
	Less	5	11	6	7	18	8	11	11	12	6	10	8	6	12
			F			FHI									T
	Same	62	53	64	77	67	58	70	66	62	70	61	67	67	60
				G	FGH	G		O			O			U	
Parks Maintenance (N=782)		**182**	**189**	**140**	**139**	**127**	**205**	**119**	**118**	**102**	**185**	**369**	**393**	**417**	**336**
	More	35	35	33	15	21	35	25	29	25	25	31	26	29	28
		IJ	IJ	I											
	Less	9	9	7	4	5	8	8	5	11	6	7	7	5	10
	Same	56	56	60	81	74	57	66	66	64	68	62	67	66	62
					FGH	FGH					O				
Recreation & Cultural Programs (N=747)		**172**	**187**	**133**	**132**	**122**	**197**	**112**	**116**	**95**	**179**	**356**	**372**	**400**	**321**
	More	40	41	35	24	11	39	35	28	27	27	33	30	32	30
		IJ	IJ	J	J		RS								
	Less	8	10	12	9	10	8	8	13	8	12	12	8	9	11
	Same	52	49	52	67	79	53	57	59	65	61	56	62	59	58
					FGH	FGH									

Legend:

8.0
C

As shown in this example, a letter beneath a score denotes a significantly higher score than the segment with the corresponding letter

Q32-43. For each category, please indicate if you would like the City to provide more service, less service or about the same. Please keep in mind that taxes or user fees may increase if the City were to provide more service in one or more categories.
Sample size: *varies; shown on chart*; excluding 'Don't know' responses.
Sample framework: All respondents.

Appendix

Detailed Descriptions of Civic Services

Road Maintenance - This includes roads, bridges, overpasses, sidewalks, back lanes, cycling facilities, and pathways, traffic noise sound walls, and street sweeping.

Snow & Ice Management - This includes snow clearing, snow removal, sanding and salting, and snow fencing.

Traffic Management – This includes traffic lights and signs, road design, durable pavement markings, etc.

Police – This includes protecting the rights of people and property, enforcement of laws, prevention of crime, etc.

Fire – This includes response to emergencies involving fire, medical emergencies, entrapment of persons, fire prevention and property maintenance inspection.

Transit – This includes providing public transportation as an option to move around and accessible transit services for persons with special needs.

Planning & Growth - This includes planning for land use and zoning, planning for new neighbourhoods and improving existing neighbourhoods.

Community Grants - This includes providing financial assistance to a variety of sport, recreation, culture and social-serving community groups including community associations.

Affordable Housing – This includes programs designed to increase the supply of affordable housing and rental housing.

Garbage Collection & Waste Reduction programs and services – This includes collecting waste, development and management of the recycling and composting programs and household hazardous waste.

Parks Maintenance - This includes maintaining our parks, outdoor sportfields, park pathways, cross country ski trails, flower pot program, urban forestry, etc.

Recreation & Cultural Programs – This includes City-operated indoor and outdoor recreation and sport facilities.

Provision of walking and cycling infrastructure – This includes providing a connected, accessible network of active transportation facilities including sidewalks, cycling facilities, multi-use pathways, crosswalks, etc.